

Repair Service Tips

Just about every household relies on major home appliances (refrigerators, washers, etc.) and electronic equipment (televisions, personal computers, etc.). With the increased complexity of such equipment and the rapidly changing technology in the repair industry, the public may be subjected to fraud, incompetence and negligence in connection with repair.

Getting your product repaired

- ✓ Before you call for service, check to make sure the product is plugged in, the outlet is "live," and connections to other equipment are secure.
- ✓ Get referrals for service dealers. Ask your family, friends, or co-workers for names of companies they've used that have given them good service.
- ✓ **Check to see if the service dealer is registered with the Department of Consumer Affairs Bureau of Electronic and Appliance Repair by calling:**
1-800-952-5210
or
[Click here to check license](#)
- ✓ Find out what the service call will cost.
- ✓ Make sure you get a written estimate.
- ✓ Make sure you get an invoice for labor performed and parts installed.
- ✓ Keep all receipts and estimates relating to your product's repair.

If you are having a problem getting your appliance or electronic equipment repaired, first try to work it out with the service dealer. If that doesn't work, please call:

Department of Consumer Affairs Consumer Information Center
1-800-952-5210
or
[Click here to download a complaint form.](#)